

# Simplifying Operations with Cisco's Unified Platform



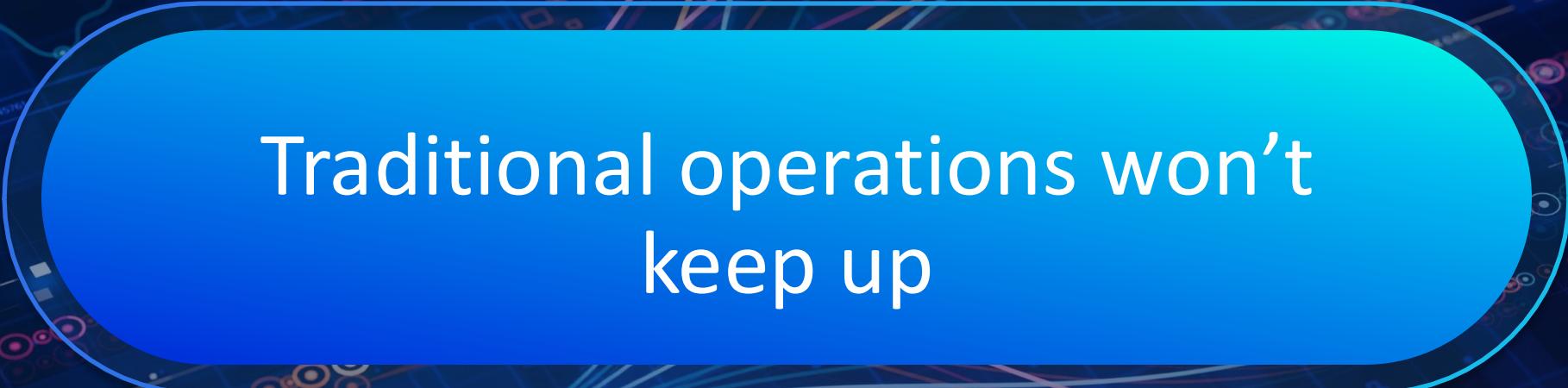
Another massive  
technology disruption

Internet

Mobility

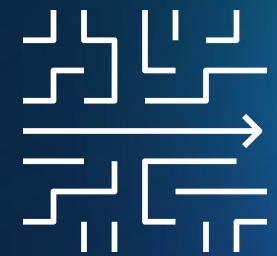
Cloud

AI



Traditional operations won't  
keep up

Operational simplicity  
powered by AI



# Unifying our platforms to simplify operations

Catalyst

Catalyst Center

Catalyst License

Catalyst Hardware

MANAGEMENT

LICENSE

CISCO HARDWARE

Meraki

Meraki Dashboard

Meraki License

Meraki Hardware

# Our unified platform

PLATFORM

Management

Assurance

API / Integrations

Intelligence - AgenticOps

HARDWARE



Smart  
Switches



Secure  
Routers



Wireless



Industrial  
IoT

INTRODUCING

# AgenticOps

## Agent-First Operations

**Purpose-Built Decision Model with  
Continuous Learning**

**Cross Domain  
Operations**

**Autonomy with oversight**

# Deep Network Model

## The most advanced networking LLM

### Purpose-Built for Networking

20% more precise reasoning for troubleshooting, configuration, and automation.

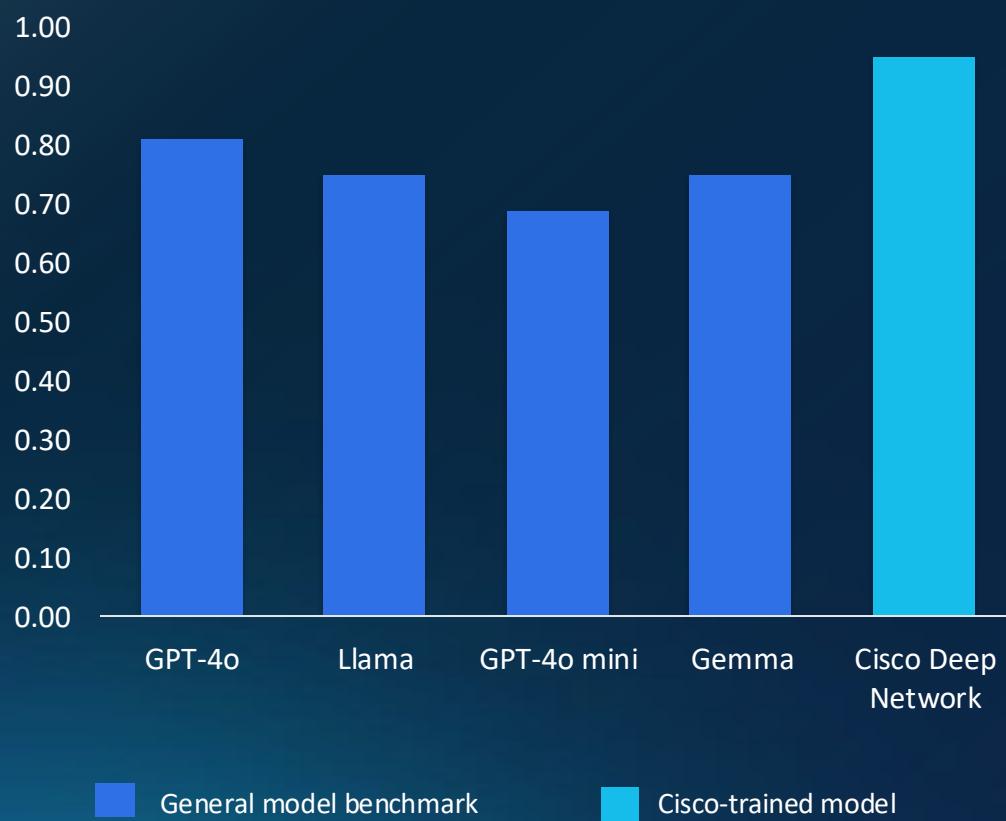
### Trusted Training

Fine-tuned on 40+ years of CiscoU and CCIE-level expertise.

### Continuous Learning

Evolves with live telemetry and real-world Cisco TAC and CX insights.

Outperforms general models by ~20%



Accuracy on CCIE-style MCQs (590-question benchmark, May 2025)

# AI Canvas

Troubleshooting and execution across multiple domains

Collaboration across multiple users (NetOps, SecOps and execs)

Built on the foundation of the Deep Network Model

The screenshot displays the AI Canvas interface, which integrates multiple tools for network monitoring and collaboration. At the top, there's a header with the Cisco logo, the title 'AI Canvas | Application performance degradation ...', and user status indicators (J, W, L, G, S, R, Share). Below the header are several cards:

- AI Assistant**: A text-based summary stating: "This graph shows a clear link between congestion and application failures. When the interface gets congested, financial app failures spike almost instantly. Right now, critical transactions are competing with non-essential traffic during busy periods. The concurrent scheduling of mandatory security-related software updates could be a significant contributor to these congestion events." Below this is a line graph titled "SJ-MX105-01 network congestion statistics vs. EFP application performance" from Splunk, showing Packet Loss (blue line) and Transaction failure rate (red line) over time. The graph shows a sharp increase in both metrics around 08:30.
- ServiceNow SRTK0023941**: A ServiceNow ticket card for a financial application. It shows the ticket was reported by a System Administrator on 03/28/2025 at 09:45 AM PST. The description notes a 3-5 second delay when processing financial transactions in EFP, starting approximately 30 minutes ago, and affecting 24 users at the San Jose branch. The ticket number is SRTK0023941.
- SJ-MX105-01 WAN interface performance**: A card from Meraki showing a 16.4% loss rate. It includes metrics for WAN interface latency (87ms baseline <50ms) and Jitter (15ms baseline <5ms).
- SJ-MX105-01 performance (last 24 hrs)**: A line graph from Meraki showing packet loss over the last 24 hours. A red dot marks a "Critical point" at approximately 11:30, where the packet loss spikes to about 18%.
- Network segment performance analysis**: A card from ThousandEyes showing a network topology from "Enterprise network" to "Application financeapp.com" through "Gateway" and "Internet". It indicates 16.4% loss on the connection.
- Ask the AI Assistant a question**: A text input field for interacting with the AI Assistant.
- Message from Maria Chen**: An email message from Maria Chen to IT Support, Will Jenkins, and Jackie Torres. The subject is "URGENT: Status Update Needed on Financial Application Performance Issues". The message discusses ongoing performance issues with the Enterprise Financial Platform (EFP) and asks for immediate status update and resolution. It ends with "Thank you for your urgent attention to this matter." and "Best regards, Maria Chen".

# AI Assistant embedded in AI Canvas

Interface to ask and  
explore in natural language

Guides you through diagnostics,  
decisions, and action inside the  
Canvas

The screenshot displays the AI Canvas interface, which is a dark-themed dashboard for monitoring network and application performance. At the top, the Cisco logo and 'AI Canvas' are visible, followed by a breadcrumb trail: 'Application performance degradation'. The top right corner features user status (J, W), a 'Generate report' button, a 'View activity' button, and a 'Share' button. The main content area is divided into several cards:

- ServiceNow SRTK0023941 (ServiceNow)**: A card reporting an alert from Maria Chen on 03/28/2025 at 09:45 AM PST. It states that users at the San Jose branch are experiencing 3-5 second delays when processing financial transactions in EFP. A 'ServiceNow Ticket SRTK0023941' link is provided.
- SJ-MX105-01 WAN interface performance (Meraki)**: A card showing 'Loss rate' at 16.4% (down from 2.3%) and 'WAN interface latency' at 87ms (baseline <50ms). It also shows 'Jitter' at 15ms (baseline <5ms).
- SJ-MX105-01 performance (last 24 hrs) (Meraki)**: A line graph showing 'Packet loss' over time (20:00 to 20:00). The graph shows a sharp peak at 12:00 labeled as a 'Critical point'.
- Network segment performance analysis (ThousandEyes)**: A card showing a network topology with segments: 'Enterprise network' (16.4% loss), 'Gateway', 'Internet', and 'Application finance-ep.com'. A red dot on the 'Enterprise network' segment indicates a connection issue.
- AI Assistant**: A card with a text input field 'Ask the AI Assistant a question' and a 'Send' button. Below the input field is a note: 'Assistant can make mistakes. Verify responses.'
- Email Thread**: A card displaying an email exchange between Maria Chen, IT Support, and Jackie Tolosa. The subject is 'URGENT: Status Update Needed on Financial Application Performance Issues'. The email discusses ongoing performance issues with the Enterprise Financial Platform (EFP) and asks for immediate status updates and resolution timelines.

AI Canvas

AI Assistant

Ask the AI Assistant a question



Assistant can make mistakes. Verify responses.



## AI Assistant



get details from servicenow SRTK0023941

## AI Assistant

ServiceNow  
SRTK0023941

ServiceNow



## ServiceNow Ticket Details:

Reported by: System Administrator on  
March 28, 2025 09:45 AM PST

Issue: Application performance degradation  
at Online Boutique - Chicago Branch

Description: Received a ThousandEyes  
alert and reached out to Maria Chen to  
confirm. She said users at branch  
experiencing frequent transaction failures  
and timeouts in EFP. Started approximately  
30 minutes ago. Affects all 24 users at the  
branch. No recent changes reported.

Affected Service: Online Boutique  
Financial Service

URL: <https://online-boutique-us-chicago.com/transactions>

Ask the AI Assistant a question

Assistant can make mistakes. Verify responses.

ServiceNow SRTK0023941 ServiceNow

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Affected Service: Online Boutique Financial Service

URL: <https://online-boutique-us-chicago.com/transactions>

Incident Type: Network Performance

Priority: P1

ID: 234945

Automated diagnostics: [Meraki Organization ID: 537758 Device Name: BRANCH-CHI-MDF1.1-MX68CW Thousand Eyes Test ID: 6927645 Thousand Eyes Agent Name: Chicago Thousand Eyes Account Group ID: 1204541 Thousand Eyes Test Start Date: 2025-05-04T01:16:00Z Thousand Eyes Test End Date: 2025-05-04T01:17:00Z application\_host\_name: online-boutique-us.splunko11y.com]



## AI Assistant

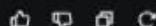
CHI-MDF1.1-MX68CW' and its loss and latency history data.

- Analyzed the Thousand Eyes Network Test Results for agent 'Chicago' and the Path Visualization Test Results data.
- Correlated metrics from Meraki and Thousand Eyes to identify consistent network issues.
- Key metrics observed: Meraki Loss: 32.44% to 42.78%, Latency: ~91 ms, Jitter: varied; Thousand Eyes Avg Latency: 238.0 ms, Jitter: 1.5 ms, Loss: 43.5%.

**Remediation Suggestions :** The path view confirms our internal network issue. This is completely within our control to fix. Here are some solutions you can implement immediately:

- Configure QoS on the MX device to prioritize the application traffic.
- Limit non-essential traffic during business hours.
- Add DSCP tags to application traffic for network-wide priority.

The end-to-end network analysis is complete. Act on the provided remediation suggestions. Please escalate to an expert if the problem still persists.



Ask the AI Assistant a question



Assistant can make mistakes. Verify responses.

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BRANCH-CHI-MDF1.1-MX68CW - WAN interface performance (Last 24 hrs) Meraki Network path performance analysis ThousandEyes 

— Connection ● Packet loss point



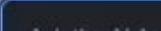
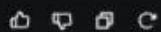
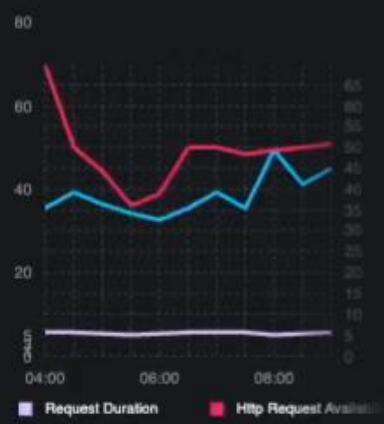
## AI Assistant

duration and availability metrics with the loss metrics and see if there is a correlation?

## AI Assistant

D-CHI-MX68CW - Network  
Loss Statistics Vs  
Application Performance

Splunk



Ask the AI Assistant a question

Assistant can make mistakes. Verify responses.

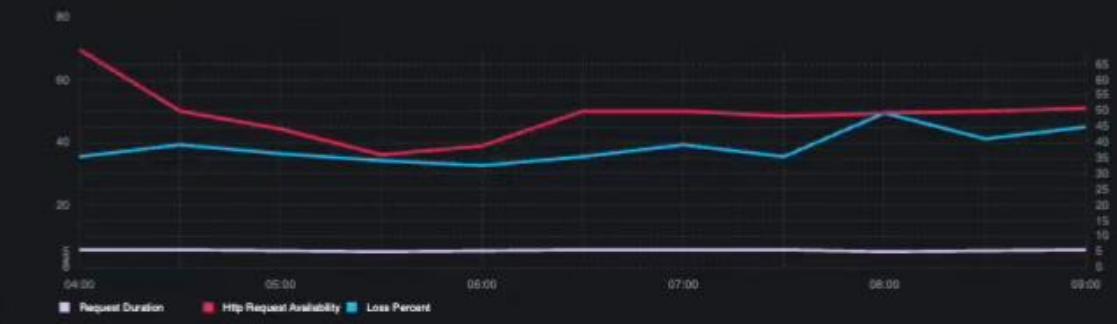
↶ T - +

## Network path performance analysis ThousandEyes



## D-CHI-MX68CW - Network Loss Statistics Vs Application Performance

Splunk



## AI Assistant

Please track the improvement of the QoS update on correlation metrics chart.



## AI Assistant

## D-CHI-MX68CW - Network Loss Statistics Vs Application Performance

Splunk



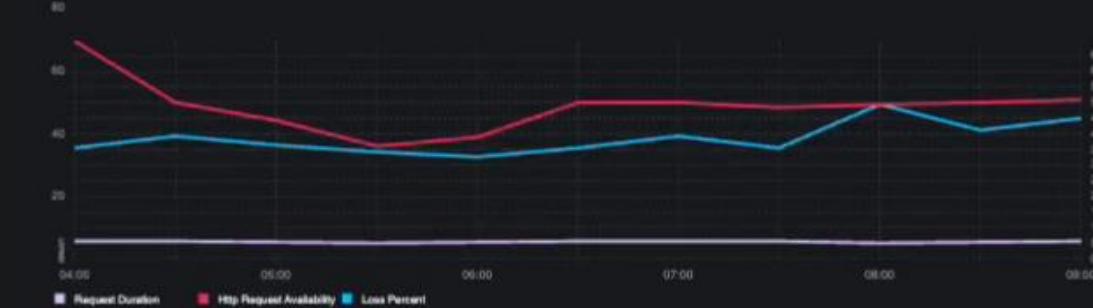
Ask the AI Assistant a question



Assistant can make mistakes. Verify responses.

## D-CHI-MX68CW - Network Loss Statistics Vs Application Performance

Splunk



## Quality of Service configuration

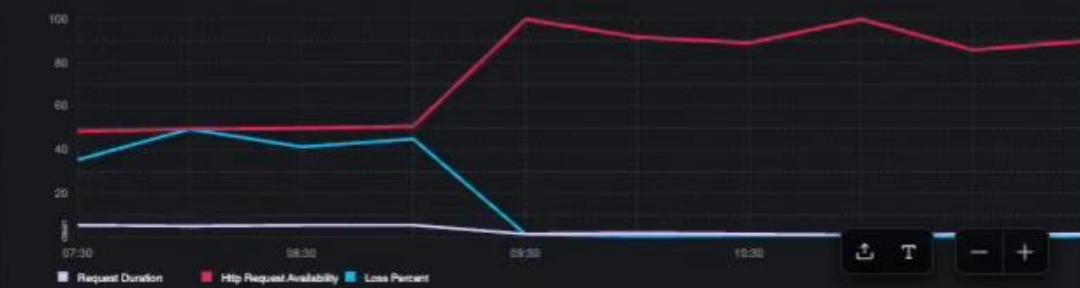
Meraki

QoS policy successfully applied to network.  
[Review Change](#)

Application/Service	Priority	Bandwidth allocation	Status
Software & anti-virus updates	low	1 Mbps	active
online-boutique-us.splunkify.com	High	50 Mbps	active

## D-CHI-MX68CW - Network Loss Statistics Vs Application Performance

Splunk



# Unified management to simplify operations

PLATFORM

Management

Assurance

API / Integrations

Intelligence

HARDWARE



Smart  
Switches



Secure  
Routers



Wireless



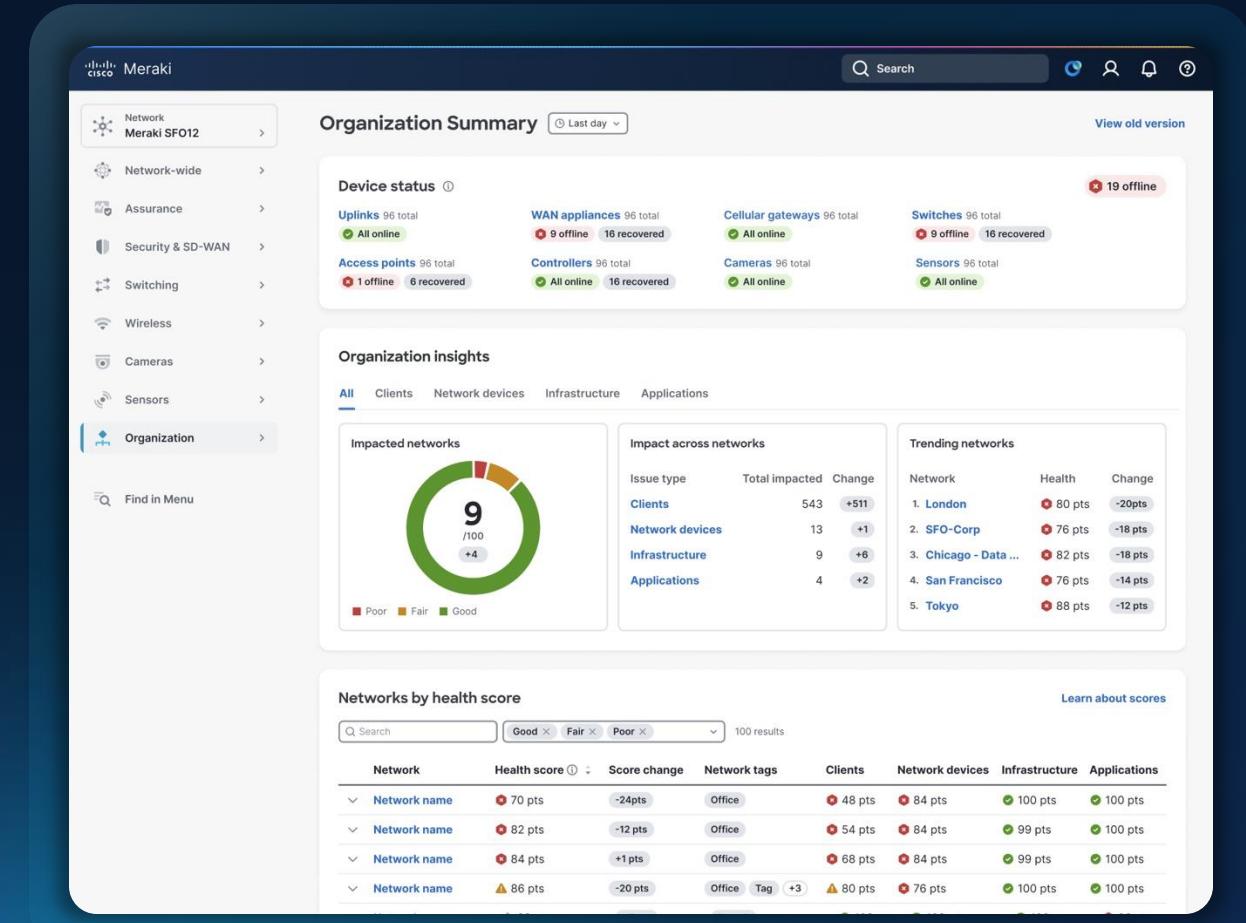
Industrial  
IoT

# Unified Management – Catalyst and Meraki, any environment

Seamless control across cloud, on-prem, or hybrid

New enterprise campus capabilities

AI-powered automation and assurance



# Expanded cloud management for Catalyst portfolio



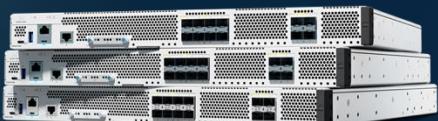
## Wireless

Full wireless support  
Scale large campus wireless  
with Campus Gateway



## Switching

Expanded management for  
access and core switching,  
including C9200 and C9500



## Routing

Next-gen routing support  
coming



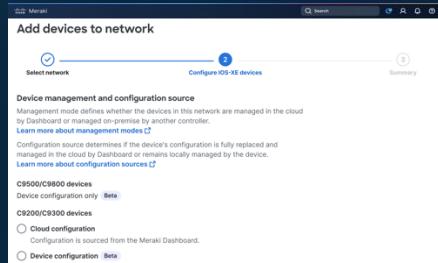
## Industrial IoT

Adding cloud  
management to our  
industrial switching  
portfolio with IE3500

Cloud management powered by cloud-native IOS XE

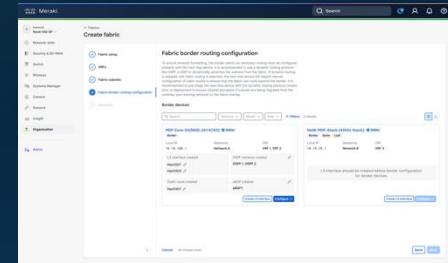
# Large campus cloud capabilities

## Powerful Switching Capabilities



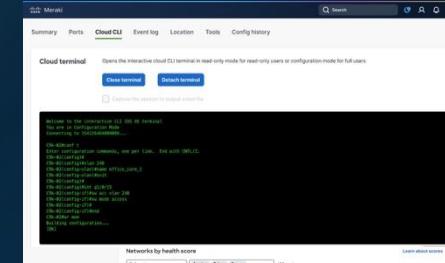
Support campus deployments with BGP, VRF, ISSU, and IOS XE stacking

## Fabric for Secure Networking



Simplify NetOps with a secure fabric and micro/macro-segmentation

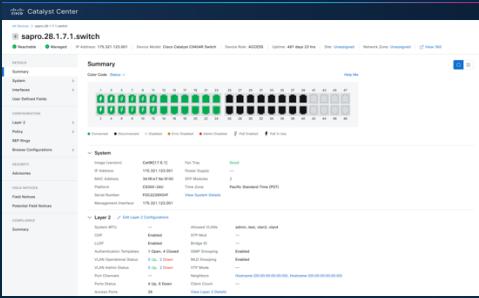
## Cloud CLI for Flexibility



Simplify onboarding and flexibility with operating mode options and Cloud CLI

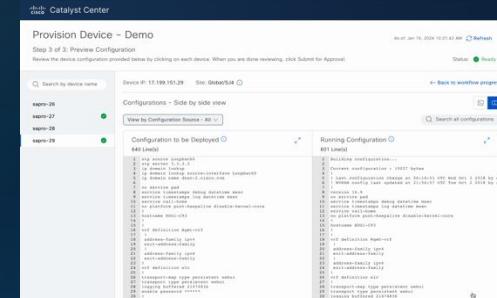
# Catalyst Center – simplifying Day 0/Day 1

## Brownfield Automation



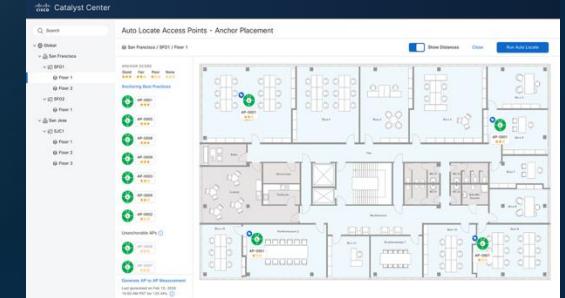
Enable device-by-device feature learning and configuration

## Visibility and Control



Provide review and approval process for any system or user-triggered configuration

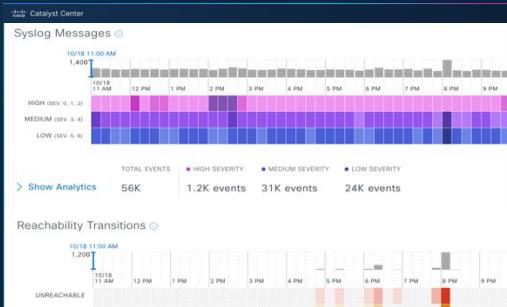
## AP Auto-locate



Improve accuracy of AP placements on maps to detect misplacements automatically

# Catalyst Center – simplifying Day N

## AI Event Analytics



Single-pane-of-glass view across all network events to facilitate visibility and analytics

## RBAC by Site

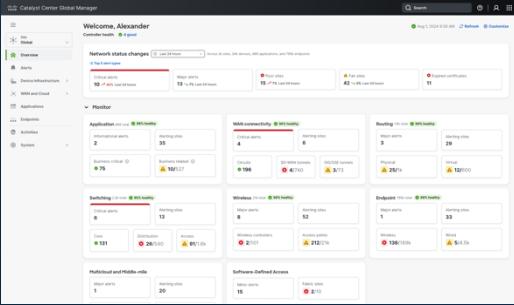
Granular Role-Based Access Control based on Site Scope

## Rule Based Compliance

Custom compliance rules and to detect issues network-wide

# Additional Catalyst Center capabilities

## Catalyst Center Global Manager



Streamline global network management from a single dashboard

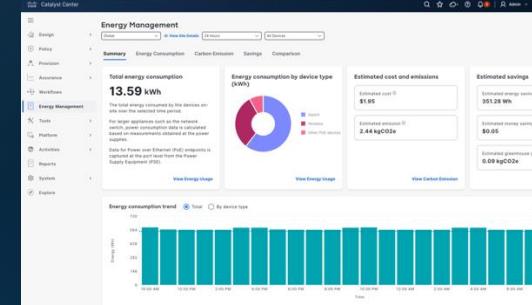
## Virtual Appliance Support for Azure



Microsoft Azure

Deploy a virtual appliance on Azure for operational flexibility

## Energy Management



Optimize energy usage and save costs with standardized energy metrics and insights

# Multilayered assurance to simplify operations

PLATFORM

Management

Assurance

API / Integrations

Intelligence

HARDWARE



Smart  
Switches



Secure  
Routers

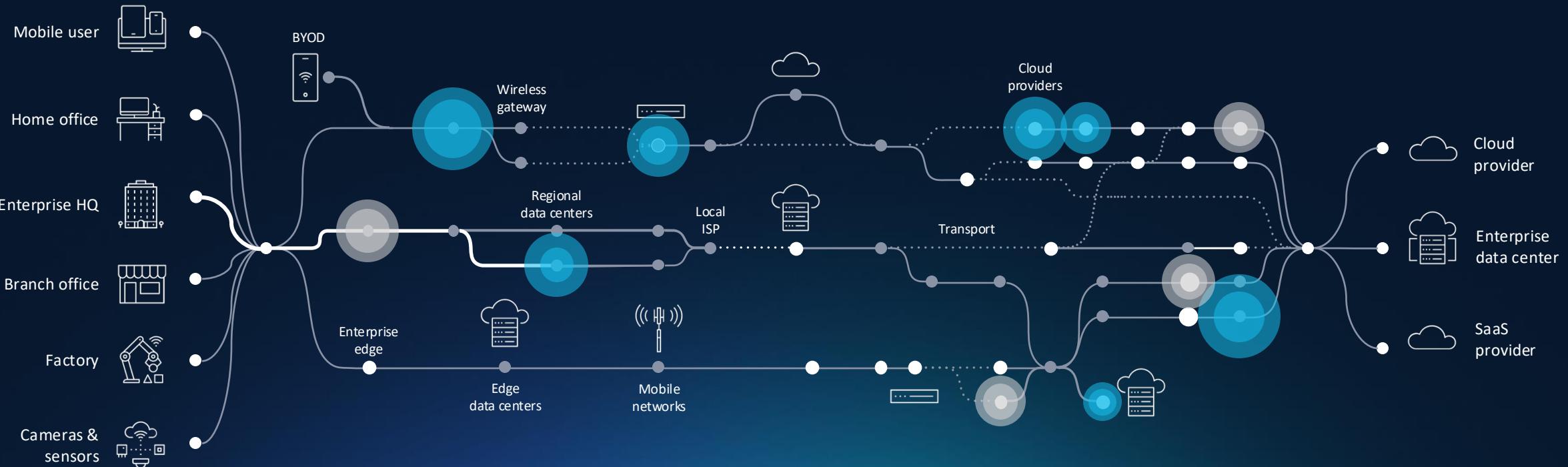


Wireless



Industrial  
IoT

# Digital experiences span owned and unowned networks



# Assuring every digital experience



# Delivering multilayered assurance



Experiences now span mobile, cloud, and edge—visibility must follow

**Measure** where  
it matters

**See** every part  
of the path

**Contextualize**  
the source

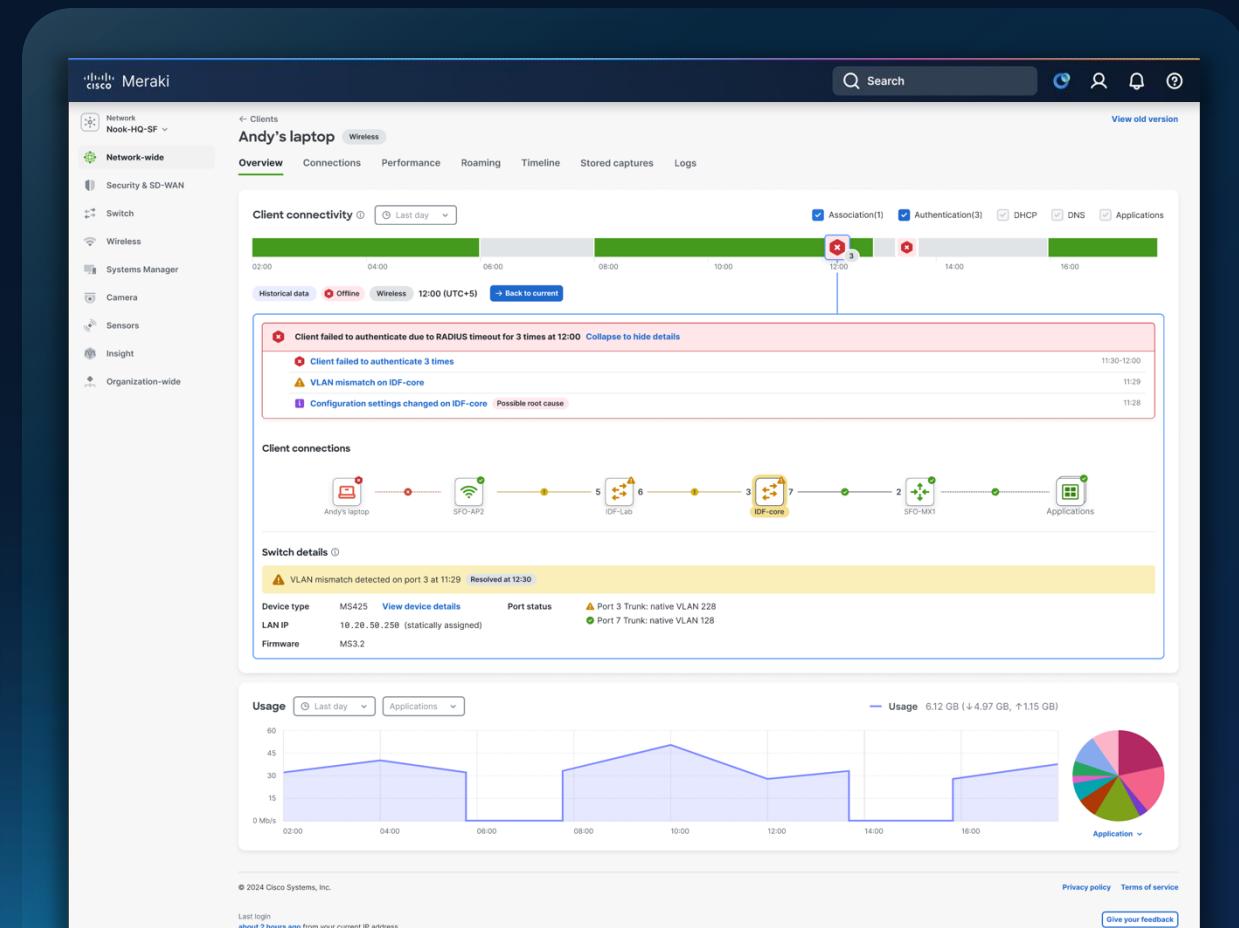
# Assurance across every digital experience

Deep visibility into both owned and unowned networks

AI-powered insights surface experience-impacting issues instantly

Closed-loop workflows trigger automated remediation

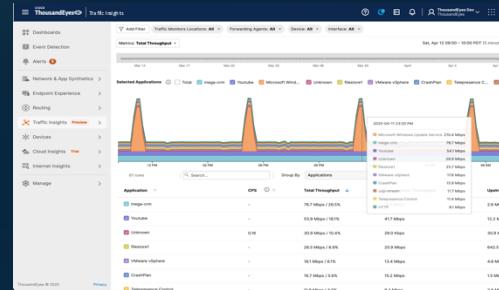
AI Assistant accelerates root cause analysis end-to-end





# Deep visibility from campus to mobile to industrial

## ThousandEyes Traffic Insights



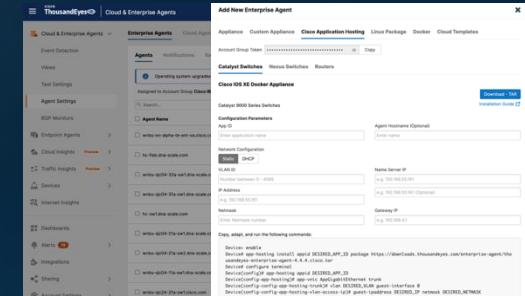
Smarter visibility and planning for enterprise networks

## ThousandEyes Mobile endpoints



Extends Assurance to mobile endpoints

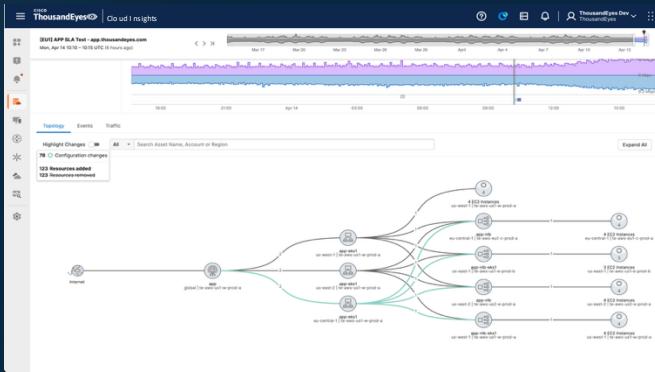
## ThousandEyes Industrial Devices



Assurance for the industry's largest Industrial IoT portfolio

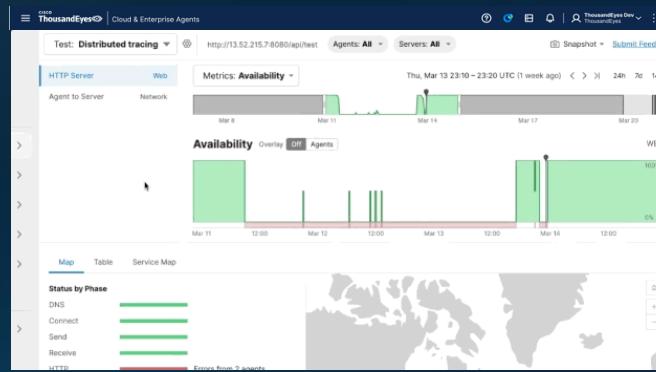
# End-to-end insight from public clouds to app paths

## ThousandEyes Cloud Insights



Deeper visibility into Microsoft Azure (new) and AWS environments

## ThousandEyes + Splunk



End-to-end app to network assurance

# APIs and Apps to automate operations

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API / Integrations

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Industrial  
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# Cisco Networking APIs and integrations

**1,600+**

API Endpoints

500 new APIs  
launched in 2024

**90K**

API Customers

+25% YoY

**15B+**

API Calls

+70% YoY



## Security APIs

Network configuration  
Monitoring  
Automation  
SD-WAN, ACI



## Networking APIs

Security policy enforcement  
Threat intelligence integration



## Collaboration APIs

Webex  
Meeting customization and  
integration

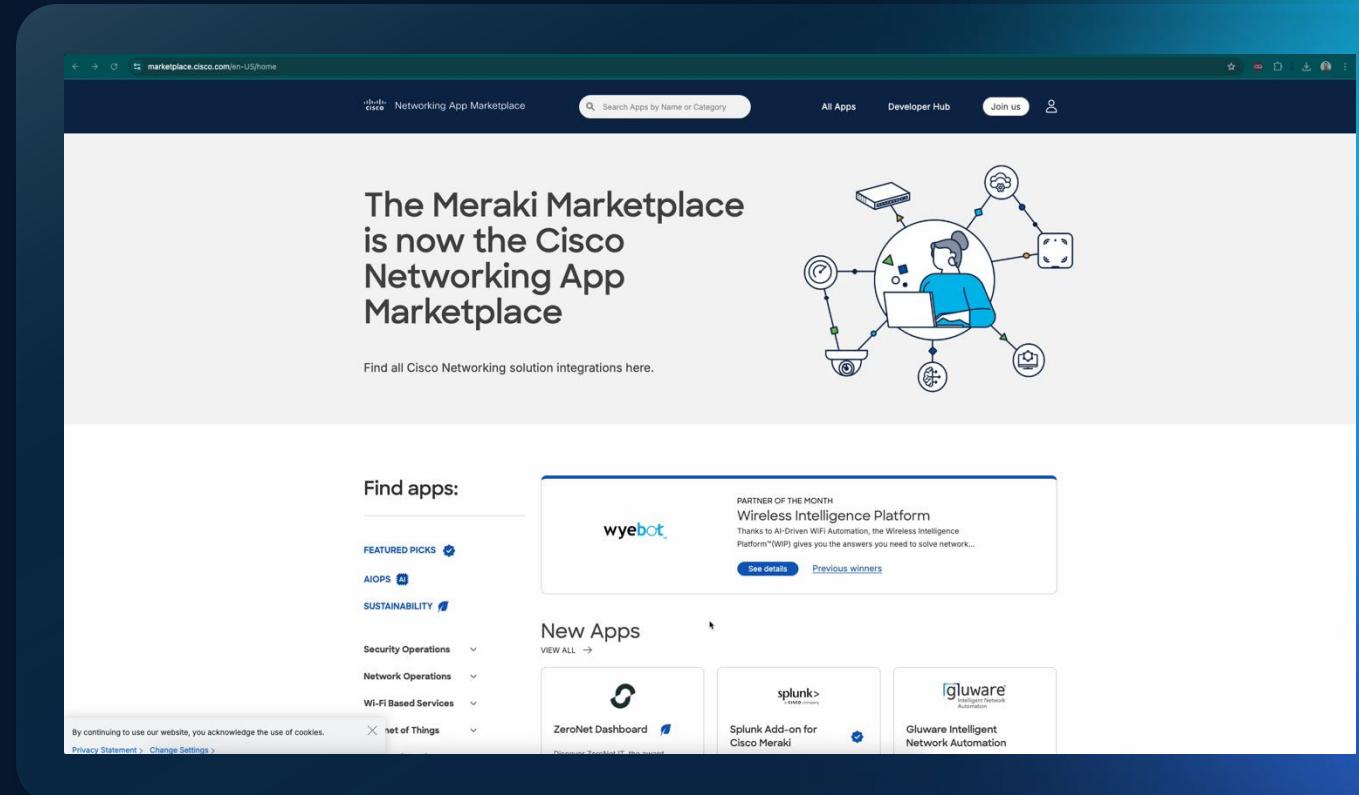
# Announcing Cisco Networking App Marketplace

Largest exclusive catalog of turnkey apps to unlock new business outcomes

350+ apps offer custom-built automation, insight and security

APIs integrate workflows across all Cisco platforms

AI-driven apps drive operational efficiency



servicenow

splunk>  
a CISCO company

algosec

ekahau

Terraform

PagerDuty

Red Hat

ANSIBLE

Boundless

LogicMonitor

splash  
access

# A platform strategy that meets customers where they are



Cloud



On-prem



Hybrid

ONE HARDWARE | ONE LICENSE | ONE SUPPORT

Thank you

